

**SBC**  
**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

**Mary Pat Regan**  
Vice President  
Regulatory

**ORIGINAL**

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January 31, 2005

Ms. Elizabeth A. Rolando  
Chief Clerk  
Illinois Commerce Commission  
527 East Capitol Avenue  
Springfield, Illinois 62701

*98-0252/98-0335/00-0764*  
*Service Quality Report*

Re: Alternative Regulation Service Quality Measurements

Dear Ms. Rolando:

Illinois Bell Telephone Company ("SBC Illinois" or the "Company"), with this letter, submits service quality measurement results for the month of December, 2004. These results implement the Commission's requirements pursuant to its review of alternative regulation. See Illinois Bell Telephone Company Application for Review of Alternative Regulation Plan, Docket 98-0252/98-0335/00-0764 (consol.), Order, released December 30, 2003 at pages 179-221.

An additional copy of this memorandum is enclosed. Please stamp-file and return to the undersigned.

Sincerely yours,

*Mary Pat Regan*

Mary Pat Regan  
Vice President-Regulatory  
555 E. Cook, Flr 1E  
Springfield, IL 62721

MPR:jga

Enclosure

*ARM*  
ILLINOIS  
COMMERCE COMMISSION  
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**SBC Illinois**  
**Alternative Regulation Service Quality Report**  
**2004**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Alternative Regulation Benchmark
<b><u>Measure #1:</u></b>														
Installation within 5 Business Days	98.81%	99.14%	99.02%	98.78%	98.78%	98.32%	98.79%	98.82%	98.54%	98.88%	99.16%	98.82%	98.82%	90.00%
<b><u>Measure #2:</u></b>														
Trouble Reports per 100 Access Lines	1.22	1.22	1.68	1.46	1.86	1.85	1.78	1.76	1.58	1.44	1.58	1.57	1.58	2.66
<b><u>Measure #3:</u></b>														
Out-of-Service over 24 Hours	3.1%	3.3%	3.5%	4.1%	3.9%	6.2%	5.0%	5.0%	3.4%	3.2%	4.7%	4.2%	4.2%	5.0%
<b><u>Measure #4:</u></b>														
Operator Speed of Answer- Toll, Assistance and Information	5.10	4.80	4.90	4.70	5.82	4.43	4.87	4.63	4.65	5.09	4.54	4.79	4.86	4.91
<b><u>Measure #5:</u></b>														
Repeat Trouble Rate Installation	11.70%	11.99%	12.57%	12.67%	13.10%	13.23%	13.06%	13.05%	9.72%	5.02%	11.68%	12.11%	11.64%	16.90%
<b><u>Measure #6:</u></b>														
Repeat Trouble Rate Repair	9.09%	9.21%	9.50%	9.51%	9.63%	10.02%	9.34%	9.40%	10.54%	8.99%	8.15%	8.78%	9.38%	13.92%
<b><u>Measure #7:</u></b>														
Missed Installation Commitments	2.74%	2.77%	2.41%	2.57%	2.53%	2.85%	2.42%	2.52%	2.97%	2.53%	2.32%	2.64%	2.61%	10.00%
<b><u>Measure #8:</u></b>														
Missed Repair Commitment	7.13%	7.31%	8.42%	9.49%	7.10%	9.09%	9.24%	8.25%	6.81%	6.35%	6.12%	5.32%	7.60%	9.58%
<b><u>Measure #9:</u></b>														
Average Speed of Answer-Repair	19.62	15.71	26.64	18.97	43.42	50.90	55.25	87.76	35.15	46.05	57.53	41.72	42.51	60 secs
<b><u>Measure #10:</u></b>														
Average Speed of Answer- Customer Calling Centers	101.27	49.23	52.16	36.10	39.95	30.75	24.95	31.11	28.63	23.50	20.67	23.15	39.25	60 secs